

KHIE Community Portal

Virtual Health Record

Frequently Asked Questions

1. Will I have access to the VHR from different locations?
 - a. Yes, the VHR is a web-based, user-friendly portal which allows access anywhere, anytime.
2. Will I need more than one User ID and Password to access VHR from various locations?
 - a. No, because it is a web-based portal, you will have access to the VHR with a single User ID and Password.
3. How accurate is the data coming into the exchange?
 - a. The information is validated for accuracy by the participating provider; however, KHIE data stewards work with the participating providers to manage patient data accuracy, as appropriate.
4. Who is providing the data?
 - a. Any Participant (organization, hospital, practice, or clinic) in the Kentucky Health Information Exchange who has signed a Participation Agreement and is sending data feeds to the exchange.
5. What data is displayed in the VHR?
 - a. The VHR displays data from the ADT (patient demographics, admit, discharge, transfer), LAB, RAD, and TRANS (transcribed reports/notes) feeds.
6. Is encounter data viewable in the VHR?
 - a. Encounter data is displayed in the web services CCD tab of the VHR, if the data provider supplies it.

7. Does the VHR only contain Medicaid Claims Data?
 - a. No, it is populated with patient data from any participating provider within the Kentucky Health Information Exchange.
8. How is the CCD populated on the VHR?
 - a. All health information on a selected patient that is sent from any participating provider within the Kentucky Health Information Exchange can be seen in a single consolidated tabular view.
9. Is it possible to “search by facility” in the VHR? a. Yes. You may enter the name of a facility in the search box
10. Will the VHR automatically log off if the user fails to log out appropriately?
 - a. Yes, it will automatically log off after 30 minutes of inactivity.
11. What is the MRN number?
 - a. The MRN number is the patient’s medical record number assigned to them by a facility.
12. Is there a tutorial available for the VHR?
 - a. Yes. There is a “Help function” tab on the VHR that provides step by step instructions and “How to” information for the VHR.
13. Does KHIE provide training on the VHR?
 - a. Yes. KHIE staff will provide training for an organization’s identified Super Users, using a ‘train the trainer’ approach. In addition, KHIE staff members are available to assist any organization with its implementation of KHIE.